

**Search Notes**

Application/Control No.

10/825,645

Examiner

Lisa Hashem

Applicant(s)/Patent under  
Reexamination

VOS ET AL.

Art Unit

2614

**SEARCHED**

Class	Subclass	Date	Examiner
379	218.01	7/8/2007	LH
379	218.01	1/1/2008	LH

**INTERFERENCE SEARCHED**

Class	Subclass	Date	Examiner

**SEARCH NOTES  
(INCLUDING SEARCH STRATEGY)**

	DATE	EXMR
East Search: Keywords: operator near assistance/services; analyzing incoming caller requests; call/service center	7/8/2007	LH
East Search: Keywords: operator/IVR/ARU; request/inquiry; knowledge database; generate report/statistics	1/1/2008	LH